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DEPT. OF TRANSPORTATION
April 21, 2000

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Department of Transportation
Federal Aviation Administration
State of California Building
Auditorium
San Francisco, California

Re: Certification of Screening Companies

Dear Sirs and Madams:

One of our concerns, in regards to the FAA proposal to require certification of all companies that perform aviation security screening here at **SFO**, is that of retaining employees who would stay with the company and develop experience and consistency to perform a better job in making the airport more secure.

SFO has put together a Quality Standards Program based on a living wage and medical benefits that is quite attractive to the employees of the screening/security existing companies which may be able to retain more of their work force. Any thing lesser than what the **QSP** offers will put the security of **SFO** in jeopardy due to the fact that low-paid and medically unprotected employees are liable to perform in a manner that lacks awareness of security needs.

Many of our co-workers have two jobs in order to make ends meet. Here in the San Francisco-Bay Area, the cost of living is very high; consequently, some of the employees are too tired to fulfill what security demands.

We work as wheelchair assistants for **Argenbright** Security at **SFO**. The expectations of our company on job performance are very high (we serve United Airlines North Terminal). In addition to the **Pre-Board** screeners, we are utilized as guards at the exits, entrances and other strategic locations in the air field and sterile areas. We are faced with many challenges such as deranged passengers, angry passengers late to their flights with all sorts of behavioral problems, intoxicated passengers who refuse to comply with the rules and many more instances of insults and threats. A tired overworked guard is unable to resist or to even cope with such **confrontations** resulting in a security breach.

The process of airport security lies not only at the front with screeners alone but also with the wheelchair assistants and exit guards teamwork

When your proposal for the certification of security screener companies is approved, please be sure that the certification does not interfere or override the **QSP** and the Living Wage that workers so deserve that has been implemented at San Francisco International Airport.

Truly yours,

Rosemary E. Hubbard
Rosemary Hubbard

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